GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

UNSTARRED QUESTION NO:4877
ANSWERED ON:27.04.2005
LOSS OF REGISTERED LETTERS BY POSTAL DEPARTMENT
Chavda Shri Harisinh Pratapsinh;Rana Shri Kashi Ram

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) the number of registered letters lost by the Postal Department during the last three years, year-wise;

(b) the amount of compensation paid for the loss of registered letters;

(c) whether the Government has made any enquiry in this regard;

(d) if so, the outcome thereof;

(e) if not, the reasons therefor;

(f) the steps taken/proposed to be taken by the Government to prevent the loss of registered articles by the Postal Department; and

(g) the achievements made in this regard?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD)

(a) The number of registered letters lost during the last three years is as follow:-

Year	No. of registered letters lost
2002	3608
2003	2953
2004	1676

(b) The amount of compensation paid for the loss of registered letters is as follows:-

Year	Amount (in rupees)
2002	35262
2003	55852
2004	33277

(c) Yes, Sir.

(d) The Department is able to identify reasons for the loss of registered letters and is able to take corrective action.

(e) Does not arise in view of (c) above.

(f) The Department has well laid down procedures for handling of registered letters to ensure their safety. The booking and delivery of registered letters is recorded and signature of the addressee is taken on delivery. The Department regularly carries out checks through various squads to ensure that the procedure in respect of registered letters is followed diligently. It keeps close watch on the instances of reported losses of registered letters and takes corrective and preventive action to guard against loss of registered articles.

(g) The number of cases of loss of registered letters is negligible if the traffic handled by the Department is taken into account as the proportion of loss cases vis-Ã -vis traffic is 0.0016%. Even this number has come down over the last three years as revealed in para (a) above.